



STATE OF CALIFORNIA
CALIFORNIA STUDENT AID COMMISSION
EXAMINATION ANNOUNCEMENT
FINANCIAL AID MANAGER II
OPEN

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
JQ50 4SA06

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR	California Student Aid Commission
POSITIONS EXIST	Positions are located in Rancho Cordova (Sacramento County).
WHO SHOULD APPLY	Applicants who meet the minimum qualifications.
HOW TO APPLY	Examination Applications STD 678 must be filed by mail or in person with the California Student Aid Commission, 10834 International Drive, P.O. Box 3210, Rancho Cordova, CA 95741-3210. Do not submit applications to the State Personnel Board.
FINAL FILING DATE	Applications must be postmarked no later than October 13, 2004 . Applications postmarked after the final filing date will not be accepted for any reason.
SALARY RANGE	\$4963-\$5988
EXAMINATION DATES	It is anticipated that interviews will be held during November/December 2004.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box on Number 2 of the application. You will be contacted to make specific arrangements.
ELIGIBLE LIST INFORMATION	A departmental eligible list will be established for the California Student Aid Commission. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>All applicants must meet the education and/or experience requirements for this examination by Wednesday, October 13, 2004, the final filing date. It is especially important that candidates take special care in accurately and completely filling out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement. Read the "Minimum Qualifications" carefully to see what kind of information will be useful to the staff doing the evaluation.</p> <p>ALL APPLICATIONS/RESUMES MUST INCLUDE "TO" AND "FROM" EMPLOYMENT DATES (MONTH/DAY/YEAR), TIME BASE. APPLICATIONS/RESUMES WITHOUT THIS INFORMATION WILL BE REJECTED.</p>

(Continued)

MINIMUM QUALIFICATIONS

Experience: Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other pattern to meet the total experience requirement. (Possession of a master's degree in any field may be used as a substitute for one year of the required nonsupervisory experience and possession of a doctorate degree may be used as a substitute for two years of the required nonsupervisory experience.)

Education: When the equivalent to graduation from college is required additional experience may be substituted on a year-for-year basis. (Applicants who are currently enrolled in their senior year will be admitted to the examination but they must produce evidence of graduation before they may be considered eligible for appointment.)

Promotional Candidate: Promotional candidates who are within six months of meeting the "Minimum Qualifications" for the specified promotional class will be admitted to the examination but must complete the required experience before they can be eligible for appointment.

Either I

One year of experience performing duties of a class with a level of responsibility equivalent to Financial Aid Manager I.

Or II

Two years of experience in California state service performing analytical duties in a class with a level of responsibility equivalent to an Associate Financial Aid Analyst.

Or III

Five years of progressively responsible analytical, technical, and professional experience, including two years of managerial and/or supervisory experience, in one or a combination of the following:

1. The organization and management of a student financial aid program for postsecondary education, which includes the application process, determination of financial need, packaging, award processing, coordination, verification, fiscal control, outreach and training, financial aid research, program revision and audit.
2. The organization and management of a consumer loan program for a financial institution, which is eligible to participate in the Federal Guaranteed Student Loan Program.
3. The organization and management of a governmental or private agency, which provides services similar to the Student Aid Commission.

And

Education: Equivalent to graduation from college with any major.

POSITION DESCRIPTION

This is the full supervisory level for the class series. Incumbents typically supervise professional staff through subordinate supervisors to administer one or more to the Commission's programs. Incumbents at this level normally spend a substantial amount of their time performing supervisory administrative activities.

SPECIAL PROFESSIONAL REQUIREMENTS

Incumbents must demonstrate the ability to provide leadership, act independently, be flexible, and they must be willing to travel.

EXAMINATION INFORMATION WEIGHTED 100%

This examination will consist of an oral interview weighted 100%. The examination will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained on the oral. **COMPETITORS WHO DO NOT APPEAR FOR THE ORAL INTERVIEW WILL BE DISQUALIFIED.**

SCOPE:

A. Knowledge of:

1. Rules and regulations relating to the Student Aid Commission;
2. Methods, procedures, and practices used in analyzing and assessing financial needs of applicants for scholarships and fellowships;
3. Organization and functions of commercial lending institutions;
4. Methods, procedures, and practices of the operations of financial assistance programs for higher education in California;
5. Laws, rules, and regulations of the various Loan and Grant Programs within the Student Aid Commission;
6. A broad knowledge of statewide financial aid issues, policies and practices;
7. Supportive staff services such as program budgeting, and management analysis;
8. Organizations and functions of higher education in California;
9. Marketing methods and techniques;
10. The principles and practices of effective management and supervision;
11. Department's Equal Employment Opportunity Program objectives;
12. A manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

B. Ability to:

1. Reason logically and creatively;
2. Research and analyze data;
3. Develop and evaluate alternatives and make recommendations to management or lead personnel;
4. Speak and write effectively;
5. Assist with the preparation of written reports;
6. Analyze situations and adopt an effective course of action;
7. Establish and maintain cooperative working relationships with lending institutions, educational institutions, and contracting agencies.
8. Plan, organize and direct the work of others.
9. Develop standards and procedures for program operations;
10. Analyze and interpret data;
11. Prepare written reports;
12. Communicate effectively with lending and educational institutions and other interested parties;
13. Utilize a variety of problem-solving techniques.
14. Provide leadership at conferences and on committees;
15. Evaluate the performance of functional units in accomplishing program objectives;
16. Analyze situations and adopt an effective course of action;
17. Establish and maintain cooperative working relationships and confidence of senior management in lending and educational institutions, contracting agencies, and other State agencies;
18. Effectively contribute to the department's equal employment opportunity objectives.

CAREER CREDITS

Career credits do not apply to this examination.

VETERANS PREFERENCE

Veterans preference credits do not apply to this.

**CONFIDENTIALITY AND
SECURITY**

NOTE: Pursuant to Government Code Sections 19680(c) and 19681 (b), it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in State civil service.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Personnel Office of the California Student Aid Commission at (916) 526-7902 three days prior to the test date if he/she has not received his/her notice.

If a candidate's notice of examination fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board (SPB), at the SPB website www.spb.ca.gov, Employment Development Department, other local state offices and the California Student Aid Commission.

If you meet the requirements, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

The California Student Aid Commission reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination plan changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: Ordinarily, oral examinations are scheduled in Rancho Cordova.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) Subdivision promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate lists in order of final test scores (except as modified by veterans' preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237, contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board in Sacramento.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) Passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
1-800 526-7542 (TT/TDD)